



## **Admissions & Waiting List Policy**

Admissions are made to ensure My Sunshine Day Nursery operates to as near full capacity as is possible, as set out our Ofsted registration.

Admissions are made at the sole discretion of the management but places are available to everyone in the community who require day care or wraparound care for their children, whilst they are, primarily, at work. Admissions are available all year round without reference to ability or aptitude.

Once a Nursery visit has taken place and an interest expressed, applications for a place must be made via the Registration Form, which is given out at every visit and is available from the Nursery or available to download from our website. One completed form per child will be required. A non-refundable Registration Fee will become payable when the form is handed in. This fee is still payable even if you are placed on the Waiting List. The Registration Fee is not payable for children taking up a government funded only place and taking no settling-in visits outside of the funded entitlement. Settling visits may be bought by paying the Registration Fee. Where no Registration Fee is taken then a Refundable Deposit will be charged at a similar rate. This will be refunded in line with Local Authority Guidelines or within 2 weeks of leaving the setting, providing no monies are outstanding, whichever is sooner. If a place cannot be found then it will be refunded within 2 weeks of you being advised of this decision. Should a nursery place be offered but the parent then chooses not to take this up then the deposit will not be refunded.

The completion of a Registration Form does not in itself guarantee an offer of a place, as this will be decided by the available places that we have on offer at that time. Place allocation is a complex matter and some sessions have limited availability which is dependent on the number of full time equivalent places being taken up. As a general rule we offer 2 NIL COST funded Universal hours places and 1 NIL COST Extended 30 hour place. Times of our NIL COST Sessions are shown in our Price Lists. All parents have the same right to access our NIL COST sessions and these will be allocated in line with the rules below.

If there are more applications than places available then places will be allocated by the Manager, firstly to those who have completed the relevant forms and paid their fee or deposit (on a date received basis). Full-time and full-day places will take priority over part-time places and sibling places will take priority over new applicants. Employees children will be considered on the same basis. Where a place cannot be found then

children will be placed on a Waiting List. Where there are multiple applications for a NIL COST



funded place then, subject to the above criteria, these will be allocated on a first come, first served basis.

All new registrations will be acknowledged in writing and the details will be entered onto our database. When a place has been confirmed then the child or children will be booked into the base room for their settling visits as per the agreed schedule. These will preferably take place in the weeks immediately before starting. In emergency admissions then these settling visits may need to be altered to accommodate the child's and parent's needs.

### **Waiting List Criteria**

Children will remain on the Waiting List until a place becomes available. If we cannot find a place in the timescale required then Registration Fees or Deposits will be returned.

### **Flexible Funded Childcare & Education Offer**

*"Government funding is intended to deliver 15 or 30 hours a week of free, high quality, flexible childcare. It is not intended to cover the costs of meals, other consumables, additional hours or optional activities. Providers can charge for meals and snacks, consumables and optional activities as part of the free entitlement delivery, as long as parents are not required to pay as a condition of taking up their child's free entitlement place. Where parents choose to purchase additional hours of provision or optional activities, this is a private matter between the provider and the parent"* Operational Guidance April 2017

Children may access some or all of their funded entitlement with us. Children attending 2 settings will have their 15/30 hours split between the settings. The decision about which hours go to which setting is usually the choice of the parent and we will advise on any Local Authority requirements should you wish to do this.

**Not all of our funded sessions are NIL Cost and we have limited spaces available on this basis. We have a specific number of places we allocate at NIL COST which depends on the take up of other full time equivalent places. We have to ensure that we balance our staffing with our numbers and overall attendance patterns, therefore this means we may not always have the session you require.**



**15 funded hours** for 2 year olds are available for eligible families (see government criteria on their website), either with or without additional hours. We have some limited funded only places for 2yr olds. Hours can also be taken during our standard session times over a minimum of 2 or 3 days and we will adjust the hours on your bill accordingly. Please note though that if attending for funded only hours, this attendance pattern may be changed once 3 yr entitlement starts, as our spaces in our Pre-school rooms are managed month by month. We aim to offer continuity of care for your child at all times and would endeavour to find them a suitable place.

**At the age of 3 years your child is eligible for 570 hours of funded education which we offer flexibly as an enhanced stretched offer over 51 weeks of the year.** We also have some limited places to offer for 38 weeks. Our various sessions are shown in the Fees sheet and where parents choose to access an Enhanced Offer, over and above the basic government funded provision, then there is an additional charge that covers additional services. These services include, but are not limited to, extra hours, snacks, lunches, trips outside the nursery, parties for children, equipment or gifts that the children take home such as for Mother's or Father's Day and other such specific activities that the nursery buys in specifically for children. You are not obliged to take up these additional services and you can access your funded only hours at NIL COST over the 38 week sessions as shown, provided such places are available as define above. Any additional hours outside our funded delivery are charged for but if you are attending all year round then we ensure your funded entitlement is accounted for on your invoice, as a reduction of chargeable hours. These hours equate to your 'free' entitlement from the government and the balance owing relates to the fees for your remaining childcare, as shown in the Fees List, plus any outstanding monies carried forward..

**A further 570 hours of extended entitlement childcare are available for eligible families.** The eligibility criteria for this is available on the government website. It is the parents responsibility to check their eligibility through HMRC and they must provide an eligibility code to ourselves for checking with the Local Authority prior to being able to take up the extended offer.

**We only offer our '30 hours' as 1140 hours stretched over 51 weeks of the year, giving an average of 22.4 hours per week.** We are able to offer limited places at NIL COST, as shown in our Fees List, subject to our usual availability. We do not offer 30 hours places over



a 38 week Term. Where you choose to attend all year round then your total funding entitlement will be accounted for on your invoice and shown as a numerical sum against your usual fees. This sum equates to your 'free' entitlement from the government and the balance relates to the fees for your remaining childcare.

Should your eligibility for 30 hours funding change at any time then the Nursery reserves the right to offer you an alternative place, with an altered attendance pattern, based on the Universal Entitlement as places are allocated dependent on the total number of hours in the settings. We will always endeavour to ensure continuity of care for your child in order to support their remaining with the setting but we may be restricted to limited spaces for some sessions.

Grace Periods have been put in place to support families where their circumstances and therefore their eligibility might change. These are:

| <b>Validity end date:</b> | <b>LA audit date:</b> | <b>Grace Period End date:</b> |
|---------------------------|-----------------------|-------------------------------|
| 1 Jan – 10 February       | 11 February           | 31 March                      |
| 11 Feb – 31 March         | 1 April               | 31 August                     |
| 1 April – 26 May          | 27 May                | 31 August                     |
| 27 May – 31 August        | 1 September           | 31 December                   |
| 1 September – 21 October  | 22 October            | 31 December                   |
| 22 October – 31 December  | 1 January             | 31 March                      |

### **Complaints Procedure for the Government Funded Entitlement**

If you consider that your funded place has not be provided correctly, or the terms of your contract have not been fully explained, then you should make a complaint, initially in writing to the Manager of your setting, who will either handle this directly or pass along to her senior for a response. If you still do not get a satisfactory answer to your complaint within 4 weeks, then you may copy your complaint directly to the Nursery Director through [mortlake@mysunshine-daynursery.com](mailto:mortlake@mysunshine-daynursery.com) and you will receive a response within 5 working days of it being received there.

If you still consider the complaint has not been dealt with satisfactorily then you may contact the Local Authority in which the setting operates (Richmond-upon-Thames) and follow their complaints procedure. It is the responsibility of the Local Authority to ensure we are delivering



our funded hours within the national guidelines and whilst we might not offer our funding in the way you might like to access it, the Local Authority can help you in finding a setting that might better suit your needs, if this is the cause of your complaint.

Ofsted are not concerned with, or have time to deal with, issues relating to funding or fee charges that are made for childcare or education. Their responsibilities lie clearly with the regulation and inspection of the welfare and safeguarding requirements and the children's learning and development.

Any other complaints about funding should be made directly to the Ombudsman or Department for Education via gov.uk or your local MP.

| <b>This Policy was adopted on</b> | <b>Signed on behalf of My Sunshine Day Nursery by Harriet Ballardie (Nursery Manager)</b> | <b>Date Policy was Disseminated to Staff</b> | <b>Date for next Policy review</b> |
|-----------------------------------|---|--|------------------------------------|
| 1 March 2018                      |   | 1 March 2018                                 | 1 January 2019                     |